



***Corporate
Social
Responsibility***

2015

REVIEW

Annual



01



04

WINNERS



02



03



05

Together we can do more

TOGETHER



02



01



03

Mellon is a dynamic multinational group present in Central and Southeastern Europe that provides technological solutions and outsourcing services that aim to facilitate the transactions and interactions of organizations with strong consumer business, including financial institutions, public utilities, telecommunication providers and retail chains.

As with all our corporate ventures, we aim our social responsibility program to be meaningful and consistent with our corporate culture. To ensure this, we try our activities in this area to be:

/relevant /achievable /consequential /measurable /interactive

For us at Mellon, the best way to align our corporate orientation with societal expectations is to capitalize on our competencies as an organization and as individuals, in a way that offers value to our wider natural, structured and human environment.

With the power of our people - more than 4,000 - spread in a socio-economically diverse region of 13 countries, we have the resources, the momentum and most importantly the will to contribute to the improvement of the social and environmental conditions.

The main areas on which Mellon Group of Companies social responsibility policy and practices focus are: Children and Local Communities, Personnel, Environment, Culture and Sports.

In 2015, with sensitivity to the socioeconomic strains ensued by the global financial crisis, we have focused our initiatives on people - local communities, children and our employees.

For the 9th consecutive year Mellon Group of Companies organized in December 2015 its annual **Mellon Photo Competition**, with the participation of employees across the Group. All competing photos illustrate this report.

We would like to thank everyone for their participation.

01 **Rafal Wisniewski**_Mellon Poland_Dancing in the street / 02 **Dragana Zikic** _Mellon Serbia_5 kilometers are easier with a smile / 03 **Mirela Pasic**_Mellon Serbia_Beautiful Belgrade. Your favorite destination for business trip / 04 **Georgia Dimitropoulou**_Mellon Technologies_Sometimes the wrong train can take us to the right place / 05 **Vasilis Tsegas**_Mellon Technologies_After the rain, comes the fish

01 **Cristina Ionescu**_Mellon Romania_After the city woke up, all of us should'' KEEP WALKING'', because another day will come' / 02 **Georgia Machaira**_Mellon Contact Services_After the march marking the anniversary of the 1973 Polytechnic uprising / 03 **Maria Mourkogianni**_Mellon Contact Services_City Cat Gang

LOCAL COMMUNITIES & CHILDREN

REN



01



02

We are supportive of local communities and children, our contribution to their well-being is manifold:

We utilize local resources in order to promote financial prosperity. In particular, we employ local staff at a ratio of 90/10 and cooperate with local suppliers, contractors and professionals.

We transfer our know-how supporting the development of local economic and technical infrastructure.

We encourage participation at a corporate and individual level, aiming to reinforce social cohesion and support the cultural particularities that emerge.

We encourage local cultural activities and support that contribute to the affluence of local communities.

We forbid and renounce any illegal forms of employment and malpractices (child labour, environmental pollution, etc.).



03



05

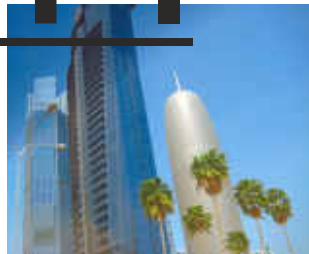


04



07

INITI ATIVES VES



06

Women and vulnerable population groups

In Greece, we hosted at our premises for one more year, an Easter Bazaar to support the NGO 'EDRA' (which provides social care services to the mentally challenged) and a Christmas Bazaar to support the NGO 'Smile of the Child' (for infants and children under their care). We have also collected and donated clothes, toys and books to NGO Agkalia and foods to NGO Kivotos tou Kosmou (Ark of the World), who support single mothers and families with financial and social problems, respectively.

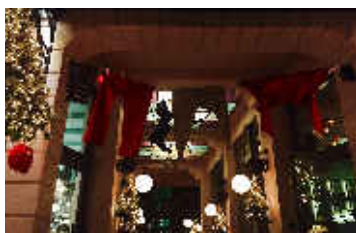
Our activities to support children and vulnerable population groups, extend across the region of our scope, with our subsidiaries taking relevant initiatives in this focus area during 2015.

Indicatively, Mellon Serbia supported once again the NGO Atina, (an organization that takes care of children and women victimized by trafficking) in multiple ways. The company employed beneficiaries of Atina's program, to manufacture handmade bags, that were given as customers' gifts for the 8th of March (International Women's Day). In addition, in the refugee crisis Mellon teamed up with Atina to collect and donate clothing items for those in need. Finally, Atina's catering service was used during an internal company event.

In addition, Mellon Serbia also participated in a nation-wide initiative to support physically disabled people with the purchase of wheelchairs and orthopaedic devices in exchange with plastic lids, through the Serbian Association of Paraplegics. Mellon Poland collected lids, as well, for the medical support of children with some genetic disorders.

Mellon Bulgaria also organized in Sophia, near the Christmas season for the 4th year in row an initiative to support the charity National Fund St.Nikola. They collected clothes and toys and donated them to an orphanage operated by the charity.

In 2015, we also supported the Hellenic Educational & Cultural Society of Imvros Island, by donating equipment, within the framework of developing the education and community life of the area. This donation took place through the Association of Support for Community Foundations of Roman.



08



01

For our people



06



07

Our initiatives



08

PEOPLE

We believe in our people and appreciate their fundamental contribution in spearheading Mellon's successful growth. The personal and professional development of our employees is the cornerstone of our HR practices, always observing the local labor regulations in each country.

02



—

We promote mutual respect, honesty and trust among the Group's employees.

We adopt equal opportunities policies at all levels, placing special emphasis on an objective evaluation process and without any discrimination toward members of populations challenged in any way.

We design individual "career paths" and implement them through promotions and internal transfers.

We organize seminars and support the participation of employees in training programs.

We maintain a high quality work environment, creating pleasant working conditions.

03

05



04



INITIATIVES

Company events & discounts

We organize various company events for our employees, such as Christmas or New Year's parties for employees, as well as competitions, such as the annual Photo Competition. In addition, different group activities for team-building purposes are held.

We make an effort to keep our employees up to date about exhibitions and different family-oriented and fun activities for children and also to obtain special discounts and corporate offers for the facilitation of their daily activities.

Blood bank

For over a decade now, the Greek companies of Mellon have been maintaining a blood bank for the employees and their first degree relatives. Indicatively, during 2015, 60 bottles of blood were collected of which 30 were used to cover the needs of Mellon employees and their families. In total, more than 200 bottles of blood have been collected since the first blood donation session and more than 100 have been used by employees.

Volunteer team

We have long realized that for many organizations offering volunteer work can be as important as providing financial aid. Towards this end we have created a team of volunteering employees, which participates in various activities of NGOs, providing manual work, such as the creation of artifacts for the NGOs' gifts, the sorting out of food and cloth donations, the preparation of packages with food supplies for impoverished families etc. These initiatives help create a sense of participation and contribution to the employees, whilst cultivating a team spirit.

5-6

09



10



01 Chobot Justyna_Mellon Poland_Beginning of the town - beginning of the life / 02 Panagiotis Papachristofilou_Mellon Technologies_Caring love in Colosseum / 03 Evgenia Dourou_Mellon Technologies_Enjoy Life / 04 Theofrastos Leontis_Mellon Technologies_Ready to escape from the city / 05 Claudia Eftimie_Mellon Romania_First snow, first year in my city / 06 Nikos Drakos_Mellon Technologies_Las Vegas Sin City; the team was there / 07 Ewelina Pytel_Mellon Poland_An ordinary rickshaw cyclist in the fast-paced town / 08 Dimitris Fourikis_Mellon Technologies_Athens 2016, this is my city / 09 Efi Strogili_Mellon Technologies_Parnitha Mountain / 10 Maria Stamati_Mellon Contact Services_Life in Prague in Christmas



For sports

01

S P O R T S

Guided by the eternal values of sports, such as participation, peace, equality, cooperation and sportsmanship, we promote sports initiatives & encourage the participation of personnel in sports' activities.

A healthy mind in a healthy body

We support sports events and initiatives, and encourage internally the sports interest and activities of colleagues. In the last few years running in particular, has become very popular among our employees, so we have continued in 2015 to support the participation of Mellon's Running Team in various sports events and at the same time various special populations through NGOs.

In March, we travelled to Nafplion city (in Greece) to participate in the Marathon of running for providing lunches the homeless. In May our runners participated in the Half-Marathon and in November in the Classic Marathon, both held in Athens.

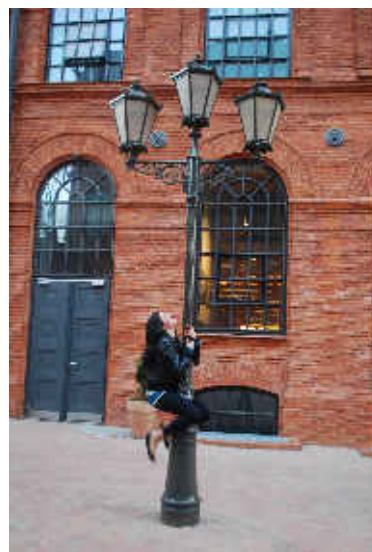
02



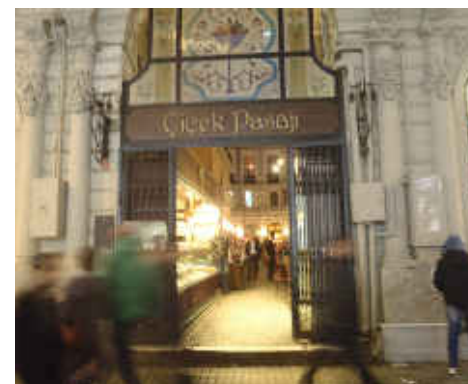
04



03



06



08



05



07

Finally, in Poland, Mellon participated in December in a 10klm charity run helping raise money for young cancer patients, treated in children's hospitals and medical institutions, through local NGOs that encourage actions for society through promoting physical activity.

Mellon Serbia's runners also participated in the Fun Run of the Belgrade marathon organized in April in the city. Other corporate sport events organized for employees include football tournaments, sailing events, etc.

7-8



09



10

01 Anastasios Kladouchos_Mellon Technologies_City life from high / 02 Fay Zaharopoulou_Mellon Contact Services_Friday afternoon at Monastiraki, Athens / 03 Ewa Mielczarek_Mellon Poland_The girl from Lodz / 04 Panagiotis Stavrakgelos_Mellon Contact Services_The Athens Square Sunset / 05 Maria Karousi_Mellon Technologies_DUMBO / 06 Aggeliki Makaoglou_Mellon Technologies_There is always a place where you can enjoy the beauty of the city / 07 Viktorija Nestoroska_Mellon Solutions_Dooel_City Life Upside Down / 08 Elpida Maratou_Mellon Contact Services_Life in.. Constantinople / 09 Ramona Popescu_Mellon Romania_Traffic jam in the parking space of Mellon Romania / 10 Anna-Maria Krokidi_Mellon Contact Services_Returning from work

For culture

C U L T U R E

01



05



06



10



11



9-10

02



Supporting Henry Ward Beecher's motto that "real culture is the culture that helps us work towards the social improvement of all", we respect cultural differences, adhere to local moral conventions, habits and cultural features and promote involvement with cultural events, enacting our beliefs with every opportunity.

04



03



08



09



01 Georgia Karagianni_Mellon Contact Services_A spectacular view of Edinburgh / 02 Diana Maruntelu_Mellon Romania_Singing barefoot in Prague / 03 Sofia Venizelou_Mellon Contact Services_Children struggle... Adults enjoy... Rome 2015 / 04 Ilko Dimitrov_Mellon Bulgaria_City life can be very easy for some and very though for others / 05 Christina Aslanoglou_Mellon Contact Services_Chilling at city zen / 06 Erifili Kaldiri_Mellon Contact Services_Just an ordinary day in rainy London / 07 Evi Rapanaki_Mellon Technologies_Beautiful Barcelona / 08 Szymon Kwiatek_Mellon Poland_When I again stand in red light / 09 Nikolaos Vlachos_Mellon Technologies_Desire / 10 Michalski Damian_Mellon PolandLovely city with interesting story / 11 Spyridoula Michalopoulou_Mellon Technologies_City's hidden colors

ENVIRONMENT

For the environment



04



Our initiatives

05



06



07

11-12

Aiming to inspire a factual environmental conscience, we design and realize activities with a long-term impact. Our environmental behaviour is in line with existing societal aspirations and we incorporate in our operation & business strategy, policies regarding environmental responsibility, by:

—

- Adopting** processes that preserve natural resources.
- Managing** products and waste in ways that limit energy dissipation.
- Saving** on energy resources.
- Implementing** internal and external communication systems that contribute to the sustainability of natural resources and reduce the usage of consumable materials.
- Actively participating** in recycling, and actively participating in environmental activities.
- Supporting** environmental non-governmental organizations (NGOs).

INITIATIVES



08



09

Recycling Everyday

We have incorporated the recycling of plastic, paper, ink and batteries in our daily business routine, encouraging further development of such practices and supporting their adoption outside the office as an everyday habit.

WEEE Directive

We are registered to and observe. Where applicable, the WEEE (Waste Electrical and Electronic Equipment) European Union Directives regarding the management of Waste Electrical and Electronic Equipment.

NGOs

01



02



03



Some of the NGOs that we supported during 2015:

"Aegean Team" (Omada Aigaiou): a team of doctors that works for the assistance and relief of the inhabitants of the remote islands of Greece.
EDRA: an NGO active in the mental health and retardation domains, provides social care services.
Smile of the Child: an NGO that protects children's rights and aims to ensure their physical mental and emotional balance through various functions.
Unborn child protection organization / "Agkalia" ("Hug"): an NGO that supports women who carry unwanted children without family support.

Kivotos tou Kosmou/ Ark of the World: an NGO that provides special care and to mothers and children who are living under conditions of negligence and abandonment, without medical attendance.

Atina (Serbia): implements projects of long-term social inclusion of victims of human trafficking, while providing immediate support (psychosocial, legal, medical, etc.) to children and women victimized by trafficking.

National Fund St.Nikola (Bulgaria): a charity organization that collects clothes and toys and donates them to orphanages.

Serbian Association of Paraplegics - The Belgrade Paraplegic Society (Serbia): the largest paraplegic related humanitarian that aims to successfully treat, rehabilitate, take social care, provide orthopedic help devices educate and employ those in such need.

04



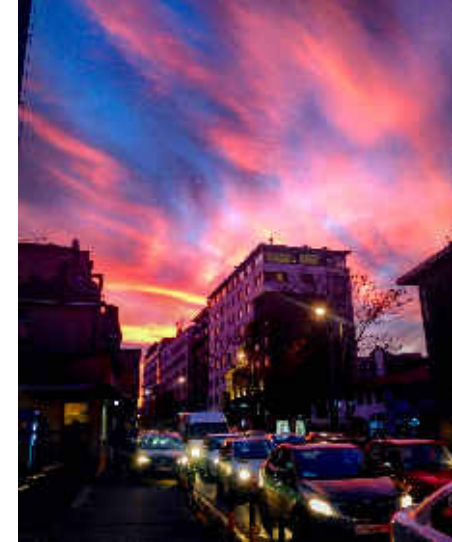
01 **Rena Moschona**_Mellon Contact Services_Traffic jam in tranquility / 02 **Venizela Kiriakidou**_Mellon Contact Services_Thessaloniki and the white tower / 03 **Andrii Kotsyuba**_Mellon Ukraine_Old city Lviv / 04 **Mateusz Wilczynski**_Mellon Poland_Warsaw citizens going to work / 05 **Krzysztof Burchacki**_Mellon Poland_Nightlife In Warsaw / 06 **Martyna Mirowska**_Mellon Poland_Summer walk along the Long Market in Gdansk / 07 **Ivana Josifovic**_Mellon Serbia_Traffic jam in the capital city is much less noticeable with a beautiful sunset

AFFILIATIONS

06



07



Virtus Awards 2014

Mellon Serbia, member of Mellon Group of Companies, received the Virtus award (that promotes corporate social responsibility as an integral part of sustainable development of the company and the individual contribution of philanthropy in Serbia) under the category for long-term partnership between business and nonprofit sectors for its ongoing support to NGO Atina.

CSR Hellas (Hellenic Network Mellon)

Mellon Group of Companies has, since 2007, been a member of CSR Hellas (the Hellenic Network for Corporate Social Responsibility).

United Nations Global Compact

Moreover since June 2011, in an effort to progress our responsible business development, we signed the United Nations Global Compact, a strategic policy initiative for the commitment of companies to align their operations and strategies with ten universally accepted principles, regarding Human Rights, Labour Policies, Environmental Issues and Anti-Corruption Practices.

ISO26000

Finally, 2015 was the year that Mellon started applying the international standard for social responsibility ISO26000 to integrate socially responsible behavior into the organization, by addressing seven core subjects of social responsibility - organizational governance, human rights, labor practices, the environment, fair operating practices, consumer issues and community involvement and development.

13-14

05



Mellon Group of Companies

Headquarters:

74A, Pireos str., 18547, Piraeus, Greece
T: +30 210 3727700, F: +30 210 3223694
marketing@mellon.com.gr
mellongroup.com

